



The California Right Care Initiative has worked since 2008 to improve clinical outcomes by catalyzing the uptake of patient centered, evidence-based best practices among health plans and medical groups. The Right Care Initiative's public-private partnership includes clinicians; health systems; patients; the Universities of California at Berkeley, Los Angeles, and San Diego; RAND; and the California Department of Managed Health Care. In San Diego, this statewide effort is collaborating with local leaders to intensively work on reaching key metrics for heart attack and stroke prevention. The University of Best Practices in San Diego, a monthly colloquium, was launched in February 2011. Speakers are invited from organizations with breakthrough clinical quality success in order to share their strategies for improving patient outcomes.

Initial Topics and Speakers

- How the American Heart Association and Emergency Medical Services Can Help You Save Lives and Money—Jim Dunford, MD, City of San Diego Medical Director and President of the Board of the Greater San Diego American Heart Association
- San Diego Beacon Community Grant to Strengthen Health Information Technology—Ted Chan, MD & Arnupam Goel, MD, Principal Investigators
- Veteran's Administration San Diego Health Care System "Best Practices"—Robert M. Smith, MD, Chief Medical Officer & Mary Kodiath, MS, ANP-BC, Health Promotion-Disease Prevention Program Manager
- Achieving Benchmark Results through Collaboration with Pharmacists—Jan Hirsch, RPh, PhD, Associate Professor of Clinical Pharmacy, UC San Diego & Rebecca Cupp, RPh, Vice President of Pharmacy, Ralphs Grocery Company
- Chronic Disease Self-Management Program—Kristen D. Smith, MPH, Health Promotion Manager & Charlotte Tenney, MIH, Healthier Living Coordinator; County of San Diego Health and Human Services Agency
- Patient Centered Care: Practical Lessons—Diane Stollenwerk, MPP, Vice President of Community Alliances, National Quality Forum
- Quality Improvement for Diverse Populations: Place and Race Matters—Rodney Hood, MD, Chief Medical Officer, Multicultural Primary Care Medical Group San Diego

View these presentations and more at

http://www.dmhc.ca.gov/healthplans/gen/gen_rci_sdbps.aspx

Purpose

- **Share ways to replicate successful strategies** by catalyzing the uptake of best practices with presentations by expert speakers experienced in achieving benchmark outcomes
- **Provide an educational, interactive setting** for the exchange of clinical quality improvement promising practices
- **Build esprit de corps and enthusiasm** among medical directors and quality improvement team members across San Diego County to meet the goals for preventing heart attacks and strokes

Participants

- Nine medical systems, representing more than 80% of medical care provided in San Diego County
- Medical, quality improvement and pharmacy directors from San Diego medical groups
- The Veterans Administration Medical Center
- The Naval Medical Center
- Community clinics
- Government officials:
 - The CA Department of Managed Health Care
 - The San Diego County Medical Officer
 - City of San Diego EMS Medical Director
- Right Care research team (UC Berkeley, UCLA, RAND)



Image: Cambridge University on the River Thames
From The University of Best Practices Introductory Presentation, given by Jerry Penso, MD, Sharp Rees-Stealy Medical Director and Colloquium Facilitator

The University of Best Practices in More Detail

Monthly Meetings

- Clinical quality expert presents for the first of two hours.
- Break out sessions follow to discuss how to apply the speaker's ideas and to problem-solve.
- Discussion among the whole group concludes the meeting.

Lessons Learned

- A collaborative, "non-combat zone" spirit among local clinical leaders is essential.
- Lecture should be scheduled for 50% or less of allotted time to allow for sufficient discussion on achievable, locally applicable action plans.
- Informal time before and after the formal schedule facilitates one-on-one conversations and builds cohesive relationships.
- A successful collaborative requires many hours of behind-the-scenes planning and organizing.

Resources

- An NIH-GO (National Institutes of Health - Grand Opportunity) grant, awarded to the Right Care research team in 2009, supports many San Diego efforts including the University of Best Practices.
- Alternative funds will be required to continue this important endeavor beyond 2011-2012, when the NIH-GO grant concludes.

Looking Forward

- San Diego Steering Committee medical leaders believe that heart attacks and strokes in San Diego could decrease by 50% in 5 years if they work together in a creative collaborative to aggressively treat high blood pressure and cholesterol levels.
- The learnings from San Diego and other communities dedicated to heart attack and stroke reduction are expected to be spread statewide as they evolve.

Contact the Right Care Initiative to Learn More

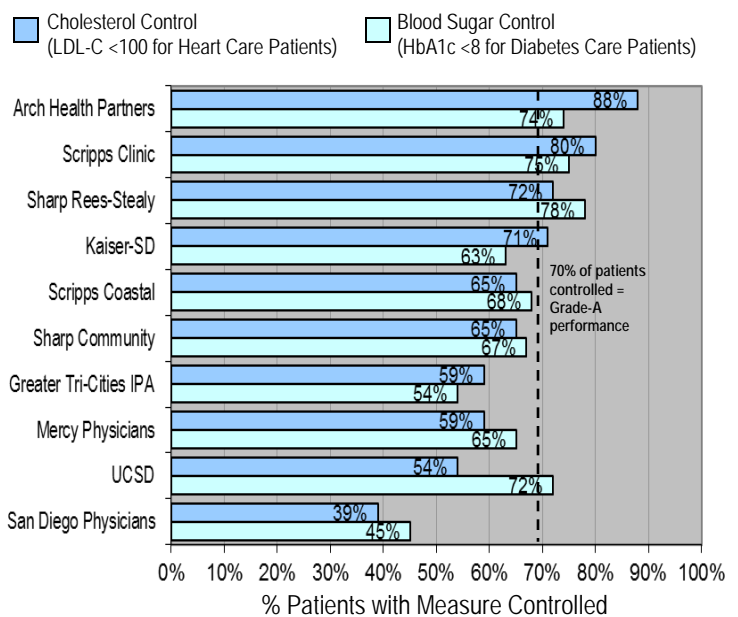
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The California Health Care Quality Report Card

The California Health Care Quality Report Card compares performance for the largest California health plans and over 220 medical groups.

Cholesterol and Blood Sugar Control Among San Diego Medical Groups

Based on the California Health Care Quality Report Card—2012 Edition (2010 performance data).



Report Card Data Applicable to the University of Best Practices

- Type: Medical Group
- Area: San Diego County
- Years: 2007-present

Measures for Preventing Heart Attacks and Strokes

- Hypertension control (<140/90 mmHg)
- Cholesterol control for heart care patients (LDL-C <100)
- Cholesterol control for diabetes care patients (LDL-C <100)
- Blood sugar control for diabetes care patients (HbA1c <8)

Compare Your Health Plan or Medical Group Scores

View the California Health Care Quality Report Card at http://www.opa.ca.gov/report_card/.